

Interim Customer Satisfaction Survey (ICSS) FAQs

Use of Survey Data

Q: Can I contact the customer regarding their Interim Customer Satisfaction Survey (ICSS) score?

A: A TSP can only contact a customer regarding an ICSS score if the customer selects that option in ICSS. If the customer does not select this option, a TSP CANNOT contact the customer. There is a flag in the report data indicating whether the customer authorized the TSP to contact them.

Q: Is there a process for appealing ICSS scores?

A: ICSS scores are final. If you believe there is an electronic transmission error, please send documentation of the error, along with GBL, SCAC, shipment type, and shipment delivery date to the SDDC ICSS administrator (icss@eta.sddc.army.mil).

Q: I believe the customer skipped a question and I received a poor score as a result. What should I do?

A: The customer must answer all questions in order to submit the survey. The survey instrument has validation checks that will NOT allow the survey to be submitted unless ALL questions contain a response. Before the customer submits the questions, he/she is presented with a page summarizing the survey score. The customer can elect to submit the score or go back to the survey and revise any of the questions.

Q: I still need more information. Where should I go?

A: Please email specific questions to the ICSS Administrator at icss@eta.sddc.army.mil.